



# JOB OPPORTUNITY

CALIFORNIA DEPARTMENT OF INSURANCE

---

## ASSOCIATE INSURANCE COMPLIANCE OFFICER

**\$4,619.00 - \$5,784.00**

**CONSUMER SERVICES DIVISION**

**Consumer Communications Bureau**

**LOS ANGELES**

### RESPONSIBILITIES:

Under direction of Supervising Insurance Compliance Officer, the Associate Insurance Compliance Officer assists consumers via telephone, written and e-commerce communication by independently obtaining and analyzing information in order to mediate and resolve complex inquiries and complaints related to insurance coverage, rating and underwriting, and claims related consumer complaints regarding all lines of insurance; identifies unfair claims practices violations of the California Insurance Code and related regulations, laws, statutes and, with the facts found to exist, recommends enforcement action when necessary; acts as a conciliator in complex disputes and misunderstandings in an attempt to reach an amicable resolution between insurer and insured; completes assigned special projects and other related duties as assigned.

### DESIRABLE QUALIFICATIONS:

Three years of experience in insurance underwriting, claims adjusting or insurance consumer services; graduation from college with a bachelor's degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the laws and regulations applicable to insurance, along with good analytical and verbal/written communication skills and ability to utilize standard computer software applications.

### WHO MAY APPLY:

Applications will be accepted from current State employees at the **Associate Insurance Compliance Officer** level, those within transfer range, or individuals who have list eligibility for Associate Insurance Compliance Officer. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, list eligibility or Training and Development Assignment) on the state application.***

### APPLICATION PROCEDURE:

Send a completed standard State of California application to Teresa Foster, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. ***Please indicate "AICO 413-373-8562-020" on the State application.*** For additional information, please call (916) 492-3423.

**FINAL FILING DATE:**      **September 30, 2013 – 5:00 p.m. Close of Business**

**NOTE:**      **Interested individuals must submit an application in order to be considered for this position.**

091813tf

---

**DO NOT SUBMIT APPLICATIONS TO THE Cal-HR**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

---

Consumer Hotline (800) 927-HELP • Producer Licensing (800) 967-9331